

## Further information

If you would like further information, or to appeal a decision, please contact:

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Bòrd SSN nan Eilean Siar  
NHS Western Isles

## We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback) or share your story at: [www.careopinion.org.uk](http://www.careopinion.org.uk) or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.

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### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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## Information for Patients: Where will I be referred to?



Useful advice and information for patients and their carers  
when referred for treatment or an intervention

# Introduction

Once your clinician has suggested that you need referred for treatment or an intervention, where you receive treatment will depend on a number of important factors. These factors include:

1. Your personal health need (that is what procedure or treatment you need).
2. The availability of that diagnostic test, treatment or service within the Western Isles.
3. The existence of an agreement for specific services with a provider (another NHS facility) outwith NHS Western Isles.

## What does that mean in practice?

### Scenario 1

If a clinician, following discussion with you, has decided that you need to be referred, and the service or intervention you need is provided in the Western Isles by staff based here, you will be referred to local services. Similarly, if the service is provided in the Western Isles by visiting clinicians or by telehealth (electronic means, such as videolink), you will be referred to these local services, not to the mainland.

### Scenario 2

If the service you have been referred to is not provided in the Western Isles, but is provided by a mainland Health Board that NHS Western Isles has an agreed contract with for that service, you will be referred to that mainland provider.

A number of contracts, known as Service Level Agreements, exist between NHS Western Isles and various mainland Health Boards. Different Health Boards provide different services under Service Level Agreements. Therefore, where you will be referred to will depend on which Board provides that service, as part of the agreed contract.

The Service Level Agreements, for different services and interventions, are set up to ensure that patients receive the most appropriate treatment and services that most effectively meet their needs, as early as possible.

### Scenario 3

If the service you require is not provided locally and there is no formal contract with another Health Board to provide the service, your clinician will have to make an Extra-Contractual Referral (ECR). This will be checked by the Board and the request will be agreed or declined on a case by case basis.

Your clinician will keep you informed of the process if this is the case and the appeals procedure, if necessary.

## What if I am unhappy about the decision about where I have been referred to for care and treatment?

You can make a complaint about any decision made about where you have been referred to. However, NHS Western Isles reserves the right to decide where you will be treated, depending on what services are available locally, what contracts are in place and which areas provide certain services, as described in this information leaflet.

## Our Commitment to You

NHS Western Isles is committed to ensuring we communicate effectively with patients, and will ensure that we involve you in any decisions being made about your personal healthcare. For example, no treatment or intervention will be carried out without explaining it to you and obtaining your informed consent. If you have any questions or concerns about your treatment, your clinician will be happy to discuss these with you.

It is the responsibility of NHS Western Isles to ensure that efficient and effective services and interventions are available to you in a timely manner.